



Employee Assistance Program (EAP) Training

These professional development workshops are in collaboration with ACI, our Employee Assistance Program (EAP) provider and they are facilitated by a representative from ACI.

The remaining sessions scheduled for 2010 are:

1. Thursday, April 15 from 2 pm – 3 pm: Communicating with Challenging Co-workers. *Many of us are afraid to confront difficult or inappropriate behaviors at work. We fear that we will be accused of not having a sense of humor, and we feel, quite naturally, that we will be ostracized from our workplace clique. Some of us may think we will acquire a "tattle-tale" reputation, or fear the risk of stopping the bad or abusive behavior. Learn some tools to recognize troubling behaviors in the workplace and confront them in ways that are effective and non-aggressive.*
2. Wednesday, June 23 from 10 am – 11 am: "Personalities and Performance." *Success in both our professional and personal lives is dependent on several variables, a crucial one being our ability to adapt to our environment to be versatile. Versatility is not an inherent trait and because we are not born with the skill, it is one we can practice and nurture. If we understand ourselves in relation to our comfort zones, and what environmental influences prevent us from exploring outside those zones, we can begin to consciously venture into new territory, thus increasing our interpersonal versatility. This course provides a basic introduction to our four social styles and allows participants to learn to use the strengths of their character to increase their interpersonal relationships at work.*
3. Monday, August 30 from 2 pm – 3 pm: "Stress, How To Manage." *Stress is the "wear and tear" our bodies experience as we adjust to our continually changing environment; it has physical and emotional effects on us and can create positive or negative feelings. As a positive influence, stress can help compel us to action; it can result in a new awareness and an exciting new perspective. As a negative influence, it can result in feelings of distrust, rejection, anger, and depression, which in turn can lead to health problems such as headaches, upset stomach, rashes, insomnia, ulcers, high blood pressure, heart disease, and stroke. With the death of a loved one, the birth of a child, a job promotion, or a new relationship, we experience stress as we readjust our lives. In so adjusting to different circumstances, stress will help or hinder us depending on how we react to it.*
4. Wednesday, September 29 from 10 am – 11 am: "Assertive Communication." *Learn about the styles of interpersonal behavior. Assertive communication is the ability to*

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express positive and negative ideas and feelings in an open, honest and direct way. It recognizes our rights while still respecting the rights of others. It allows us to take responsibility for ourselves and our actions without judging or blaming other people. And it allows us to constructively confront and find a mutually satisfying solution where conflict exists.

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